

**REMARKS**

Claims 1-77 were previously pending in this application. Claims 1-3, 19-21, 36-39, 54-58, 65-69 and 74-77 are independent, a for total of 24 independent claims. New independent claim 78 has been added by way of this amendment.

Applicants respectfully request reconsideration in view of the above amendment and the following remarks.

**Claim Rejections – 35 U.S.C. § 101**

The Office Action indicates that claims 1-18, 22-35, 39-53, 57-58, 65, 69 and 74 have been rejected under 35 U.S.C. 101 because the claimed invention is directed to allegedly non-statutory subject matter.

Applicants respectfully traverse the § 101 rejection and submit that the language in independent claims 1-3, 19-21, 36-39, 54-58, 65-69 and 74-77 (and the implicitly the respective claims directly or indirectly dependent therefrom), for example with regard to interactions with electronic records, as previously amended clarify aspects of the invention within the technological arts. Accordingly, Applicants request withdrawal of this ground of rejections.

**Claim Rejections – 35 U.S.C. § 103**

The Office Action indicates that claims 1, 19-21, 58, 65-69 and 74-77 have been rejected under 35 U.S.C. § 103(a) as being unpatentable over Joao (U.S. Pat. No. 6,347,302), in view of Bell, et al. (U.S. Pat. No. 6,304,606). Claims 2, 38-39 and 56 have been rejected under

35 U.S.C. § 103(a) as allegedly being unpatentable over Joao and Bell, in view of Ryan (US Pat. No. 6,574,606). Claims 3, 36-37, 54-55 and 57 have been rejected under 35 U.S.C. § 103(a) as allegedly being unpatentable over Joao, in view of Ryan. The other pending claims have been rejected as allegedly being unpatentable over combinations of Joao, Ryan and Bell as discussed in the Office Action on pages 4-19.

Applicants respectfully request entry of the foregoing amendment, in view of the concurrently filed Request for Continued Examination, as well as reconsideration of the application. More specifically, Applicants submit that new claim 78 and the pending claims are patentably distinct from the cited references for at least the reasons discussed in the Amendment and Response, dated December 23, 2003.

Moreover, Applicants respectfully request the opportunity to conduct an Examiner Interview to further discuss aspects of the claims and the patentability over the prior art of record. As such, Applicants will be contacting the Examiner shortly to schedule the Examiner Interview.

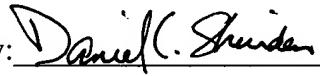
**CONCLUSION**

It is believed that all pending claims are in condition for allowance. In view of the foregoing amendment and remarks, an early and favorable reconsideration is respectfully requested.

Respectfully submitted,

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